



Hurricane Katrina Response Information for Military Personnel & Family Members Recommended Steps in Seeking Financial Assistance

Step 1: Contact your insurance company. Many insurance policies contain provisions for immediate financial assistance during times of emergency.

- Contact your homeowner policy insurance carrier to report your loss and inquiry about the provisions of your policy concerning financial assistance.
- Contact your automobile insurance carrier. Your policy may contain provisions for temporary replacement.

Step 2: Moving Your Family to a “Safe Haven”

- Contact the PSD Afloat Atlantic Hurricane Katrina Help Line at: **1-866-239-0303**.
- Ask about travel orders to move you and/or your family to a “Safe Haven” location.
- Verify Per Diem and Travel Entitlements for your family members – 1st 30 days:
 - Per Diem (to include lodging, meals, and incidental expense)
Dependents 12 years or older: Up to the full locality rate for 30 days
Dependents under 12 years: Up to 50% of the full locality rate.

From day 31 to 180, the amount could be reduced to no more than 60% for dependents 12 years or older and no more than 30% for dependents under 12 years. Any reduction will be determined at a later date. Be aware that if you stay with friends or relatives, you will not be paid for lodging.

- Local travel allowance (\$25 per day)
- Verify your eligibility for continued BAH payments
 - If paid at your permanent duty station, will continue. You may temporarily occupy government quarters at a Safe Haven location and continue to receive BAH until such time as the dependents are authorized to return to the member's permanent duty station.

- Ask about obtaining 2-months Advance Pay.
Remember, this is not a grant and it must be repaid.

Avoid payday lending and fast cash institutions!

Active duty Navy members can also call or visit the servicing PSD at::

PSD New Orleans reports to PSD Corpus Christi (361) 961-3558/3576

PSD Gulfport reports to PSD Charleston (843) 764-7771
PSALANT POC: Fred Jordan (757)-445-4030

Visit www.psalant.navy.mil for a complete list of Personnel Support Detachments.

You can also contact any DoD Installation Personnel Office/Disbursing Office for immediate assistance for Safe Haven processing

Step 3: Contact The Navy & Marine Corps Relief Society Representative at your location to seek immediate assistance.

- To contact the closest Navy Relief Society call: 1-800-654-8364 or visit the website: www.nmcrs.org
- If you are more than 40 miles from a Navy Relief Society location, contact the nearest American Red Cross representative, or call ARC: 1-877-272-7337.



Recommended Steps in Seeking Financial Assistance

Step 4: If financial assistance is still required, contact your on-site representative from **The American Red Cross**.

- You can also contact The American Red Cross at 1-877-272-7337 or visit the website: www.redcross.org

Step 5: Consult with your local Legal Office for assistance in filing claims for losses to personal property.

Other: Visit your Community Support Center or the local Fleet & Family Support service delivery team.

- Professionals are available to assist you with personal financial management issues or concerns and help in locating local resources
- Access to an entire network of assistance to help you recover.
- Assistance in coping with the emotional stress caused by this natural disaster.

Additional Sources for Assistance

Navy/Marine Corps Relief : You may also be eligible for an interest free loan for a down payment to assist in the replacement of a primary vehicle. If you have insurance, you should attempt to contact your insurance company. If that is taking too long and there is an immediate need, then a bridge loan may be provided.

Department of Labor: Disaster Unemployment Assistance: The DOL is working with state and local governments in disaster areas and relief sites to issue unemployment insurance and disaster unemployment assistance. For more information, call 1-866-4-USA-DOL (1-866-487-2365).

TRICARE: All eligible TRICARE beneficiaries (active duty, reserve recalls, retirees, and all their family members) should contact TRICARE Region North (703) 588-1860 or 1-866-307-9749 (toll free) if you have been evacuated or relocated to states north and east of TN. You should contact TRICARE Region South (800) 444-5445 if you evacuated or relocated to TX, OK, AR, GA, SC, FL, & TN. You should contact TRICARE Region West (888)

874-9378 if you evacuated or relocated to a location west of TX and north of OK & AR..

The American Legion: Legionnaires can apply to receive up to \$1500 to cover costs of food, shelter and clothing needs. A cash grant will be immediately placed in the members credit card account or funds can be transferred directly to a hotel/motel to cover the cost of lodging. Call 1-800-433-3318 or apply online at www.legion.org

Key Points to Remember:

- ▶ Your dependents can contact the PSD Afloat Atlantic Hurricane Katrina Help Line at: **1-866-239-0303** directly for “Safe Haven” travel assistance. Simply provide the sponsor’s name, rank, and social security number
- ▶ Your military pay and allowances will continue to be deposited in your financial institution via Electronic Funds Transfer (EFT).
- ▶ You may temporarily occupy government quarters at a Safe Haven location and continue to receive your BAH until such time as your dependents are authorized to return to your permanent duty station.
- ▶ Retain all pertinent receipts of your expenses in the event some or all of the expenses are found to be reimbursable.
- ▶ Avoid payday lending and fast cash institutions. Interest rates can easily exceed 300%.
- ▶ If you’re home or contents were damaged, you should first file claims with your insurance carrier. Assistance is also available by contacting FEMA or visiting their website at www.fema.gov